



Outcome Follow-up Survey Project Report

prepared for
Interagency Committee
December 16, 2009

Presentation Objectives

Overview of the Plan

Detail of Contract Costs

Results to Date



Program Goals

1. Collect data for program managers and stakeholders
2. Identify strengths and weaknesses in the treatment program
3. Intervene in cases with high risk or occurrence of relapse



Contracted Costs

	Year 1	Years 2-4
<i>Billable Item</i>	<i>Cost Per Unit</i>	<i>Cost Per Unit</i>
Client Tracking	\$18.94 per 15 min (\$75.76 per hr)	\$13.93 per 15 min (\$55.72 per hr)
Follow-Up Interview	\$18.94 per 15 min (\$75.76 per hr)	\$13.93 per 15 min (\$55.72 per hr)
Client Incentive	\$20 per completed interview	\$20 per completed interview
Contracted Amount (not to exceed)	\$985,000 per year	\$875,000 per year



Contracted Costs

	SFY10	SFY11
Contracted Amount (not to exceed)	\$985,000 per year	\$875,000 per year
Billed to Date	\$285,000	-
Projected	\$893,000	\$850,000



Program Resources

Becky diVittorio BPA, Chief Operating Officer

Outcomes Specialists: research tracking, evening and weekend surveys, check incarceration records for every client not contacted.

Care Manager: Crisis intervention and service referrals

NBRI: Nation Business Research Institute, Inc. <http://www.nbrii.com/>

Provide survey software, attempt and perform surveys during business hours, perform statistical analysis on completed survey data

Academic Research currently being identified

Complex longitudinal analysis merging survey data with screening, treatment, and claims data point currently collected



Methodology

The Outcome Follow-up Survey began deploying on March 31, 2009 via telephone.

The survey tool captures GAIN-SS and NOMS data and is available in the Appendix.

The survey population represents all clients who have been authorized for care, were discharged since March 16, 2008, and have not re-engaged in care subsequent to discharge.

Clients are offered a \$20 gift card incentive to complete the survey.



Methodology, cont.

This program was designed to be very intensive in client tracking. It is estimated that there will be 20 attempts to find a client, based on:

A replicable model for achieving over 90% follow-up rates in longitudinal studies of substance abusers

Christy K. Scott

Lighthouse Institute, Chestnut Health Systems, 712 N. Wells, Suite 300, Chicago, IL 60610, USA

Received 25 April 2003; received in revised form 30 October 2003; accepted 4 November 2003

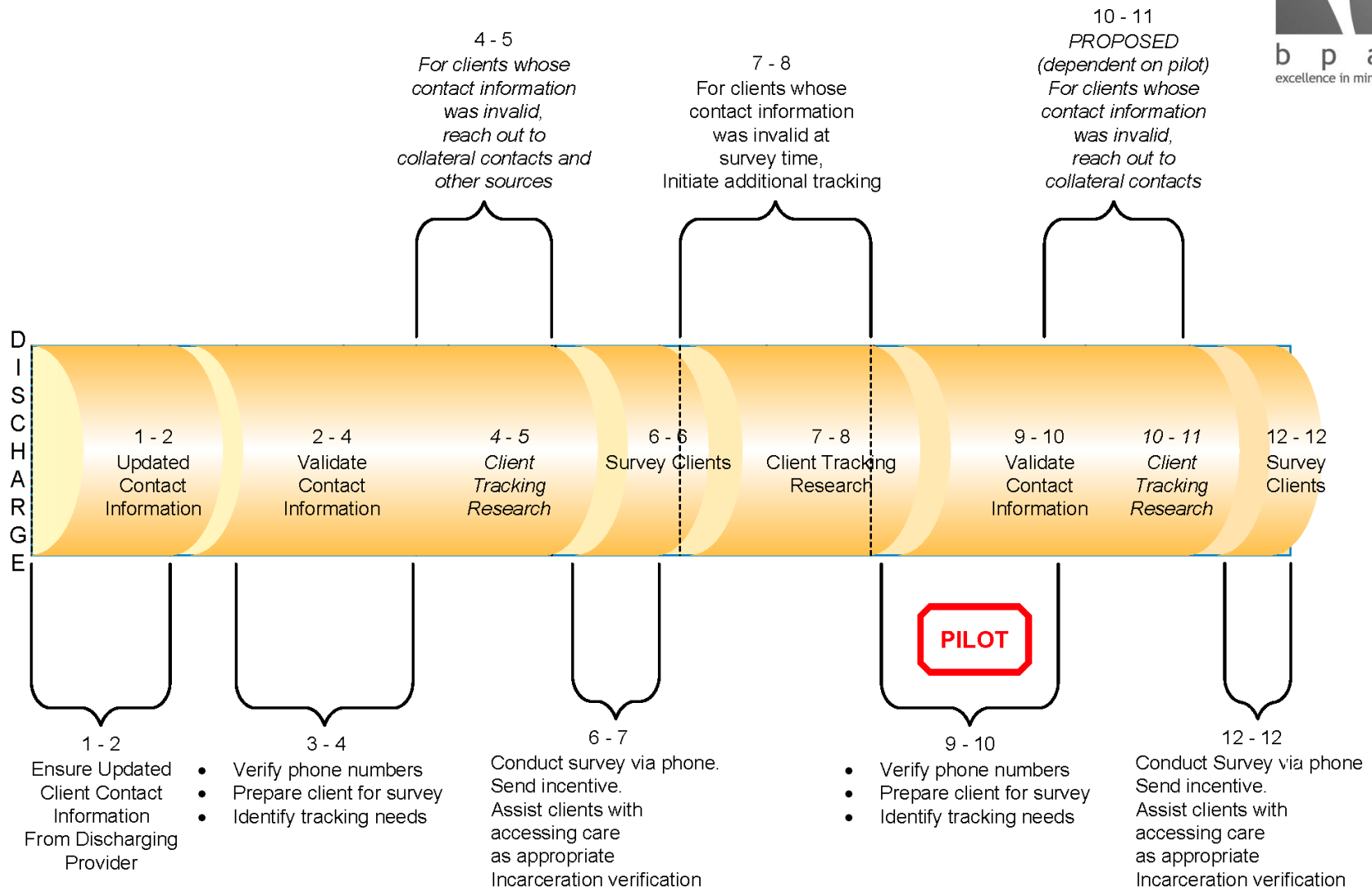
Staying in Touch: A Fieldwork Manual of Tracking Procedures for Locating Substance Abusers in Follow-up Studies, 2nd Edition

Elizabeth A. Hall, Ronald Zuniga, Jerome Cartier, M. Douglas Anglin, Birgit Danila, Tim Ryan, Kean Mantius

UCLA Integrated Substance Abuse Programs, ACS Federal Healthcare, Inc. (formerly Birch & Davis Associates, Inc.) 2003

Outcomes Research Timeline

Months Post-Discharge





Lesson Learned

- The studies are right. Our clients are difficult to track. Therefore, we need to:
 - Set the stage prior to discharge
 - Continue our three month contact verification
 - Continue implementation of client tracking efforts
 - Continue forward with plans to engage providers



Results to Date

Disclaimer: This Outcome Study is still in a very early phase. This report represents very preliminary information.

First surveys were conducted March 31, 2008. In the first 7 months of the project, surveys were attempted for 4,011 clients, and conducted on 578 clients for a return rate of 14.41%.

We do not yet have enough data to determine if the surveyed population significantly represents populations based on severity of illness, disposition at discharge, referral source or treating provider.



Results to Date

Summary: The limited data we have indicates very promising outcomes for the state substance use disorder program.

The surveyed population to date shows statistically significant relationship to the treatment population in regards to basic demographics.

Response rate in July was 10%; through operational improvements, response rate has risen to 28% in the last survey cycle.

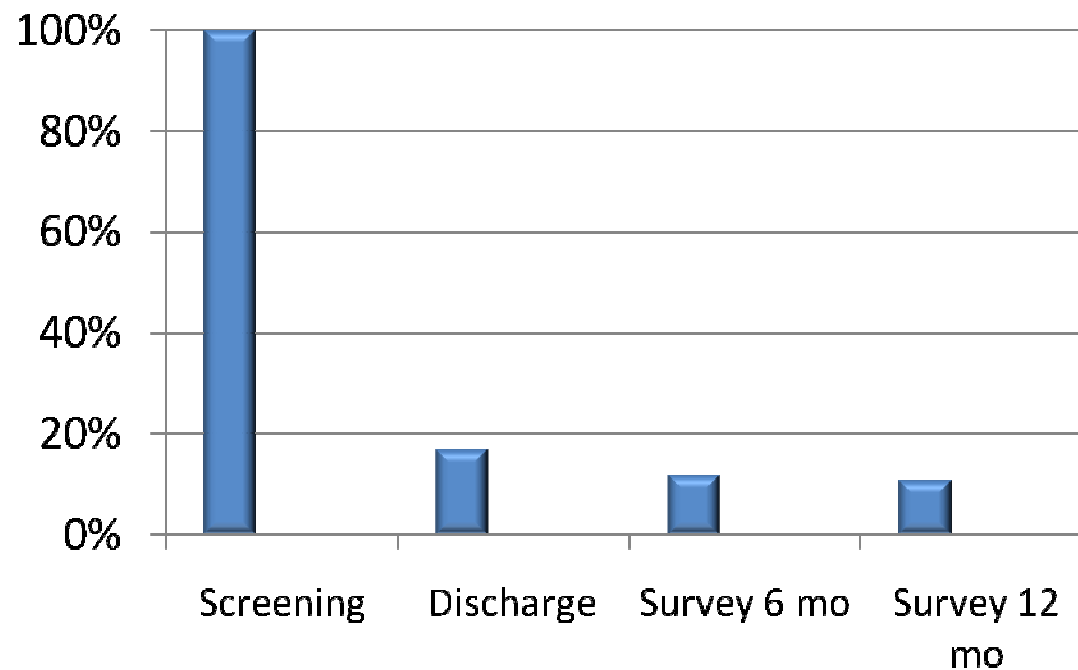
Initial data show maintenance of sobriety, improvement in employment and improvement in living situation.

93 of the 578 clients donated their grocery card back to the treatment system – giving almost \$2,000 back to the system in the first 7 months.



Substance Use

Currently Using	Screening		Discharge		Survey 6 mo		Survey 12 mo	
No	0	0%	4977	74%	336	87%	168	87%
Yes	6937	100%	1157	17%	45	12%	22	11%
Other	0	0%	565	8%	4	1%	3	2%
Grand Total	6937	100%	6699	100%	385	100%	193	100%



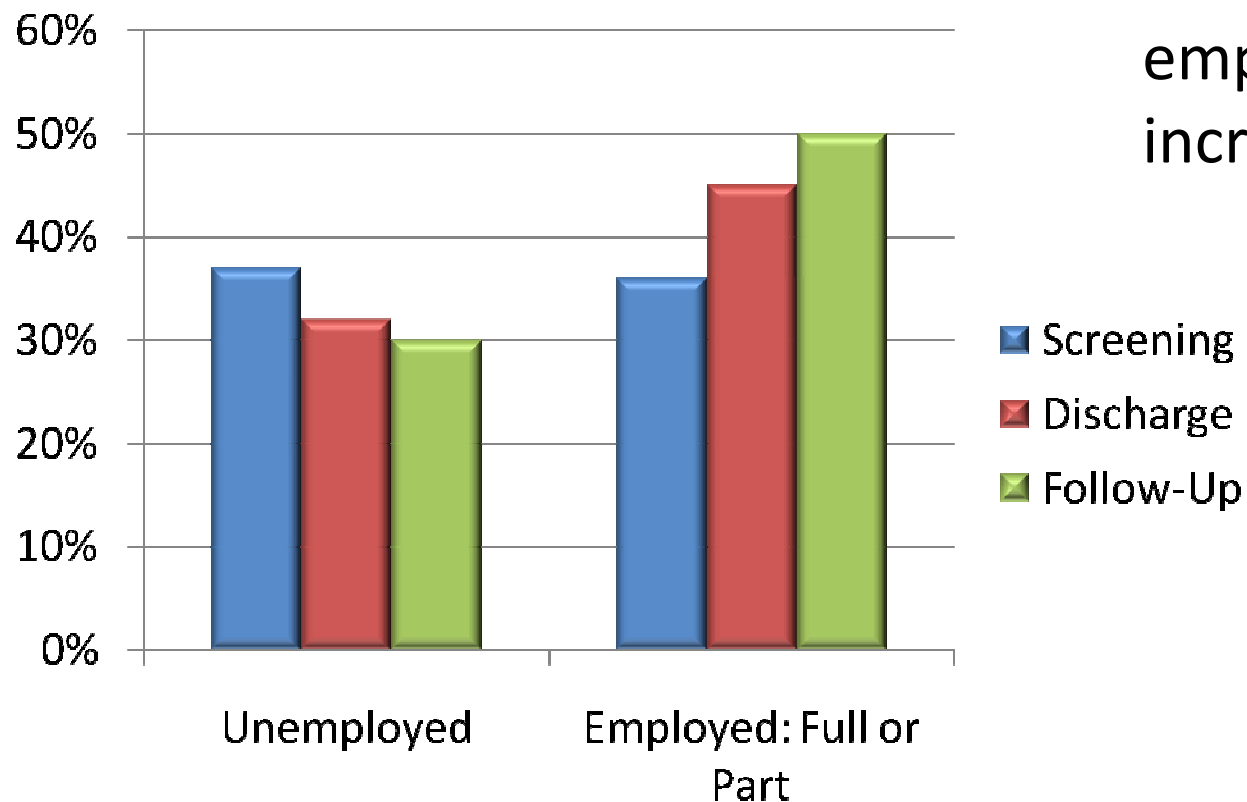
Results:
Clients are
maintaining
sobriety
after
treatment

Employment Status



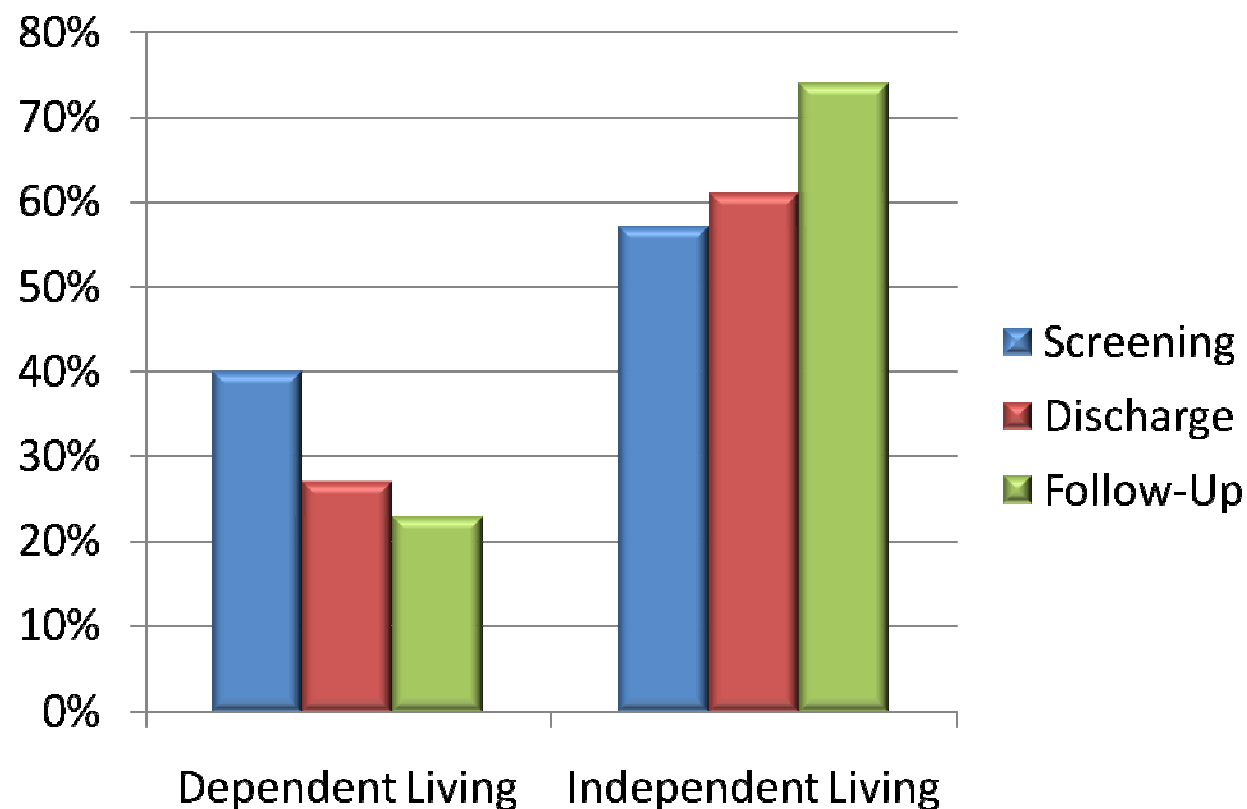
Employment Status	Screening		Discharge		Last Follow-Up	
Full Time	116	22%	170	34%	189	35%
Homemaker	8	1%	11	2%	18	3%
Student	101	19%	74	15%	49	9%
Retired	1	0%	3	1%	2	0%
Disabled	37	7%	26	5%	38	7%
Part Time	76	14%	58	11%	78	14%
Unemployed	197	37%	164	32%	164	30%

Results:
Unemployment
decreases and
employment
increases



Living Arrangements

Living Arrangements	Screening		Discharge		Last Follow-Up	
Dependent Living	223	40%	153	27%	127	23%
Homeless	17	3%	9	2%	11	2%
Independent Living	316	57%	339	61%	413	74%



Results:
Dependent living decreases and independent living increases



Interventions with Clients

We have conducted safety assessments with 38 clients who expressed mental health or substance abuse risks at the time of survey; 34 were referred to additional resources.

One 17 year old male expressed suicidal thoughts and was discovered to be self-injuring. His parents were getting a divorce and he “didn’t want to bother them with his problems”. We were able to access mental health services through the parents’ employer sponsored plan, and ended the intervention call with a verbal safety contract and the adolescent programming our hot-line number into his cell phone.



Program Goals

1. Collect data for program managers and stakeholders
 - Steadily ramping up
 - Methods are strong and we will be able to deliver what decision makers want
2. Identify strengths and weaknesses in the treatment program
 - Emphasis will next be placed on pulling all the data together to paint a full picture
3. Intervene in cases with high risk or occurrence of relapse
 - We have had several successes and prevented adverse events

Appendix A: Demographic Analysis



The following charts show the primary demographics for both the total population eligible for survey and the respondents.

Gender	Total Population	Respondents
Female	39%	42%
Male	61%	58%

Age	Total Population	Respondents
Adolescent	19%	23%
Adult	81%	77%

Initial Primary Substance	Total Population	Respondents
0201 Alcohol (0201)	34%	38%
0401 Marijuana/Hashish (0401)	29%	35%
1001 Methamphetamine / Speed (1001)	28%	21%
2002 Other Drugs (2002)	9%	7%

Demographics continued

Specific Discharge Reason	Total Population	Respondents
SSA - APA - Against Professional Advice	10%	10%
SSA - BPA Administrative Discharge - No Show	6%	2%
SSA - BPA Administrative Discharge Code Unknown	3%	2%
SSA - CJD - Incarceration, Court Intervention	8%	4%
SSA - CTS - Completed Treatment Successfully	27%	42%
SSA - D - Death of Client	Less Than 1%	Less Than 1%
SSA - Discharge Client Moved	2%	1%
SSA - Discharge Closing Provider Office	1%	1%
SSA - Discharge Dropped Out	10%	11%
SSA - Discharge Financial Issues	Less Than 1%	0%
SSA - Discharge from Waiting List	Less Than 1%	Less Than 1%
SSA - Discharge Health Concerns	1%	1%
SSA - Discharge No Show	13%	9%
SSA - Discharge Other State Administrative	Less Than 1%	Less Than 1%
SSA - Discharge Transportation Issues	Less Than 1%	Less Than 1%
SSA - O - Other Reason	13%	12%
SSA - TDS - Terminated by Facility	7%	6%



Demographics continued

Employment Status	Total Population	Respondents
FT96 Full Time (FT96)	18%	21%
NL01 Homemaker (NL01)	1%	1%
NL02 Student (NL02)	14%	18%
NL03 Retired (NL03)	0%	0%
NL04 Disabled (NL04)	5%	7%
NL05 Inmate of Institution (NL05)	4%	2%
NL06 Other (NL06)	1%	2%
PT96 Part Time (PT96)	10%	14%
UE96 Unemployed (UE96)	46%	35%
zNot in Labor Force	Less Than 1%	Less Than 1%

Respondent Current Employment Status

Disabled		7%
Full Time		34%
Homemaker		3%
Inmate of Institution		Less Than 1%
Not Applicable		1%
Other		2%
Part Time		14%
Retired		Less Than 1%
Student		9%
Unemployed		29%
Unknown		1%



Demographics continued

Living Arrangements	Total Population	Respondents
Dependent Living (02)	39%	40%
Homeless (01)	6%	3%
Independent Living (03)	55%	57%
Unknown (97)	Less Than 1%	0%

Respondent CurrentLiving Arrangements

Dependent Living		23%
Homeless		2%
Independent Living		74%
Unknown		1%



Appendix B: Client Survey

I'm calling to follow up on the service received through BPA and the Idaho Department of Health and Welfare. In order to protect confidentiality, can you verify your full name? We are conducting a follow-up 6 and 12 months after you discontinued service through BPA and the Idaho Department of Health and Welfare.

The follow-up questions we will be asking you will take about 20 minutes and you will receive a gift certificate for \$20 for participating in our survey. As always, the information you provide is completely confidential and will be used for evaluation purposes only and cannot be used for any other purpose.

1. Address
2. City, State, Zip
3. Do you have any additional phone numbers?
4. Does the respondent seem intoxicated, seem to be experiencing serious mental health problems or require a welfare check?

[After entering the reason for escalation and taking appropriate action, please save the survey and discontinue the survey at this time. Detailed reason for escalation:]

The following questions are about common psychological, behavioral, and personal problems. These problems are considered significant when you have them for two or more weeks, when they keep coming back, when they keep you from meeting your responsibilities, or when they make you feel like you can't go on.

Client Survey continued



After each of the following questions, please tell me the last time you had the problem, if ever, or by answering, 'in the past month' (3), '2-12 months ago' (2), '1 or more years ago' (1) or 'Never' (0).

6. When was the last time you had significant problems with feeling very trapped, lonely, sad, blue, depressed, or hopeless about the future?
7. When was the last time you had significant problems with sleep trouble, such as bad dreams, sleeping restlessly, or falling asleep during the day?
8. When was the last time you had significant problems with feeling very anxious, nervous, tense, scared, panicked, or like something bad was going to happen?
9. When was the last time you had significant problems with becoming very distressed and upset when something reminded you of the past?
10. When was the last time you had significant problems with thinking about ending your life or committing suicide?
11. When was the last time you lied or conned to get things you wanted or to avoid having to do something two or more times?
12. When was the last time you had a hard time paying attention at school, work or home two or more times?
13. When was the last time that you had a hard time listening to instructions at school, work, or home two or more times?
14. When was the last time that you were a bully or threatened other people two or more times?
15. When was the last time that you started physical fights with other people two or more times?
16. When was the last time that you used alcohol or other drugs weekly or more often?
17. When was the last time that you spent a lot of time either getting alcohol or other drugs, using alcohol or other drugs, or feeling the effects of alcohol or other drugs?
18. When was the last time that you kept using alcohol or other drugs even though it was causing social problems, leading to fights, or getting you into trouble with other people?
19. When was the last time that your use of alcohol or other drugs caused you to give up, reduce or have problems at important activities at work, school, home or social events?
20. When was the last time that you had withdrawal problems from alcohol/other drugs like shaky hands, throwing up, having trouble sitting still or sleeping, or that you used any alcohol/other drugs to stop being sick or avoid withdrawal problems?



Client Survey continued

21. When was the last time that you had a disagreement in which you pushed, grabbed, or shoved someone?
22. When was the last time that you took something from a store without paying for it?
23. When was the last time that you sold, distributed, or helped to make illegal drugs?
24. When was the last time that you drove a vehicle while under the influence of alcohol or illegal drugs?
25. When was the last time that you purposely damaged or destroyed property that did not belong to you?
26. Do you have significant psychological, behavioral or personal problems that you want treatment for or help with?
27. If yes, please describe your other significant psychological, behavioral or personal problems that you want treatment for or help with.
28. What is your gender?
29. How old are you today?
30. Are you currently using drugs or alcohol?
31. If yes, what is your drug of choice? What do you prefer to use when you do?
32. How often do you use this drug/alcohol?
33. Do you use other substances besides the one we just discussed? If so, what?
34. How often do you use this drug/alcohol?
35. Are there any other substances that you use? If so, what?
36. How often do you use this drug/alcohol?
37. What are your current living arrangements?
38. What is your current employment status?
39. How many times have you been arrested in the last 90 days?
40. Would it be okay if someone from BPA called you back to follow up on some of your answers?
41. How would you like to receive your \$20 gift certificate?
42. If donate, would you like to be named as a contributor or remain anonymous?